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Department of Defense

# DIRECTIVE

April 5, 1985

NUMBER 4640.5

ASD(C<sup>3</sup>I)

SUBJECT: Defense Metropolitan Area Telephone Systems

- References:
- (a) DoD Directive 4640.5, "Defense Metropolitan Area Telephone Systems (DMATS) ," February 17, 1979 (hereby canceled)
  - (b) Federal Acquisition Regulations (FAR)
  - (c) DoD Directive 5000.19, "Policies for the Management and Control of Information Requirements ," March 12, 1976
  - (d) DoD 7220.9-M, "Department of Defense Accounting Manual, " October 1983, authorized by DoD Instruction 7220.9, October 22, 1981
  - (e) DoD Directive 5010.38, "Internal Management Control Program, " July 16, 1984
  - (f) DoD Directive 7045.13, "DoD Credit Management and Debt Collection Program, " August 22, 1983

## A. REISSUANCE AND PURPOSE

This Directive reissues reference (a) and defines the policy, responsibilities, and organizational relationships for the management of the three existing Defense Metropolitan Area Telephone Systems (DMATS) located at Boston, MA; St. Louis, MO; and Dayton, OH. This Directive serves as the charter for those three DMATS.

## B. APPLICABILITY

This Directive applies to the Office of the Secretary of Defense (OSD), the Military Departments, and the Defense Agencies (hereafter referred to collectively as "DoD Components").

## C. POLICY

1. The DMATS shall provide consolidated unsecure voice and dial-up switching communications service to its subscribers to achieve improved and economical service through effective single management.

2. Telephone service from the DMATS shall be provided on a full cost or fair market value recovery basis in accordance with DoD cost accounting and reimbursement policies in reference (d). This includes:

a. equitably assigning all:

(1) direct costs (for example, specific toll, Wide Area Telephone Service (WATS), other services and equipment charges) specifically to the subscriber.

(2) indirect costs (for example, overhead expenses, general and administrative expenses and service center expenses) among subscribers.

b. Billing and collecting telephone service charges promptly.

c. assessing an administrative surcharge (that is, a reasonable amount of costs incurred in processing, reviewing, and collecting for unofficial calls) for every unauthorized, unofficial call in addition to the cost of the telephone call and appropriate taxes in accordance with DoD Directive 5010.58 (reference (e)). Written collection procedures shall be established jointly by the DMATS Manager and the local Accounting and Finance Office in accordance with DoD Directive 7045.13 (reference (f)).

3. Unless specifically exempted by the Assistant Secretary of Defense for Command, Control, Communications, and Intelligence (ASD(C<sup>3</sup>I)), all subscribers currently assigned to a DMATS shall obtain their telephone equipment and service through the DMATS, to include common user services considered appropriate by the DMATS manager.

4. In DMATS, centralized attendants will not be used to pass manually calls that the subscribers can access by direct dial, provided the system has a means whereby the local telephone managers can control telephone abuse, such as user reports rendered from an automated central accounting system.

5. Communications Service Authorizations (CSAs) shall be processed by the local Office of Acquisition, if practical.

6. Financial activities of the DMATS shall be processed by the local accounting and finance office, if practical.

7. Tactical telephone equipment and facilities in command posts or emergency action centers are not included in the coverage of this Directive.

#### D. RESPONSIBILITIES

1. The Assistant Secretary of Defense for Command, Control, Communications, and Intelligence shall provide general policy and guidance with respect to the management, operation, and support of DMATS.

2. The Assistant Secretary of Defense (Comptroller) shall provide the financial management systems for programing, budgeting, accounting and related reporting information.

3. The Department of the Army (Assistant Chief of Staff, Information Systems) shall be the DMATS Director responsible for the management, operation, and support of DMATS in St. Louis and DMATS in Boston.

4. The Department of the Air Force (Assistant Chief of Staff, Information Systems) shall be the DMATS Director responsible for the management, operation, and support of DMATS in Dayton.

5. The Defense Metropolitan Area Telephone Systems Director shall:

a. Be responsible for following the policies, procedures, guidance, and regulations of the appropriate Military Department. regulations relative to financial, acquisition, and procurement matters.

b. Be responsible for assigning individual managers for all DMATS and providing the managers sufficient authority to accomplish system management objectives.

6. The Defense Metropolitan Area Telephone Systems Manager shall:

a. Have the authority to establish policies and procedures to achieve cost-effective service for subscribers.

b. Be responsible to the DMATS director.

c. Assign cost to subscribers based on services rendered in accordance with the basic definitions and standards for DoD Cost Accounting in reference (c).

d. Prescribe formulas for allocating charges to subscribers for services rendered.

e. Provide procedures for local ordering and payment of telephone service and equipment, for certifying billing, and for issuing guidelines relative to telephone directory, telephone usage, and telephone trouble reporting.

f. Provide and manage all nonservice telephone services for DMATS subscribers with the following exceptions:

(1) Users with or having requirements for dedicated four-wire Automatic Voice Network (AUTOVON) instruments.

(2) Users with or having requirements for emergency action facilities not directly connected to the DMATS network.

(3) End items of data equipment, excluding leased Modular-Demodulator (MODEMs)/data sets.

(4) Secure voice.

g. Review service requests from DMATS subscribers and determine the most efficient and cost-effective means to satisfy those requirements.

h. Acquire telephone services and equipment for all DMATS subscribers in accordance with the provisions of the FAR (reference (b)).

i. Arrange for and coordinate the engineering, installation, re-arrangement, removal, and maintenance of all telephone service and equipment associated with DMATS.

j. Arrange for the publication and distribution of the official DMATS telephone directory and act as coordinator and final authority for telephone listings in the local commercial telephone directories. The DMATS directory will be the only authorized telephone directory for DoD Components in that metropolitan area.

k. Meet with other DMATS managers , at a minimum, once each year to review current DMATS policies , address future strategies, and make recommendations to their respective Military Department DMATS directors.

l. Establish within each DMATS, a telephone advisory committee (TAC), made up of local users, to assist DMATS management in maintaining cost-effective use of all telephone services. The DMATS manager will serve as chairperson of said committee.

m. Inform DMATS subscribers through their TAC of any proposed program or action that would change DMATS costs.

n. Maintain liaison and coordinate contemplated major systems modifications or cost change actions with affected DMATS subscribers.

o. Ensure that all DoD Components and other Government agencies are kept fully informed regarding activities of concern to them.

p. Report annually through the DMATS Directors to the ASD(C<sup>3</sup>I) beginning in October 1985. This annual report shall outline the operating expenses of the preceding fiscal year and present a comparison of DMATS costs versus projected costs for an independent, distributed system. Additionally, any projected change in the DMATS environment, to reduce or expand service, or significant change in equipment (such as a new switch), shall receive prior approval by ASD(C<sup>3</sup>I).

7. The Telephone Advisory Committee shall:

a. Review current telephone procedures, resolve problem areas, and formulate future actions.

b. Be comprised of the DMATS Manager, the Telephone Service Officers (TSOs) and Communications Management Officers (CMOS), or other designated representative from each DMATS-user activity.

c. Meet at least semiannually and at a minimum shall:

(1) Verify that overhead charges and reimbursement percentage factors are established equitably.

(2) Review local procedures to ensure that controls for the use of services and equipment in the DMATS are specified, emphasized, and enforced adequately.

(3) Plan, program, and budget for existing as well as future telephone requirements.

Apr 5, 85  
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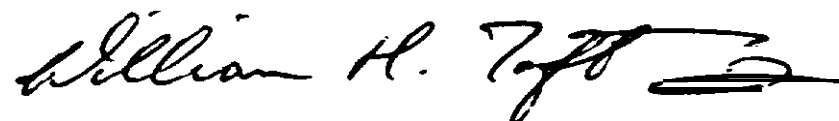
8. The Heads of DoD Components shall cooperate fully with the DMATS manager in a continuous effort to achieve cost-effective telephone service.

E. INFORMATION REQUIREMENTS

The DMATS annual report is assigned Reports Control Symbol DD-DR&E(A)1667 in accordance with DoD Directive 5000.19 (reference (c)).

F. EFFECTIVE DATE

This Directive is effective immediately.



William H. Taft, IV  
Deputy Secretary of Defense